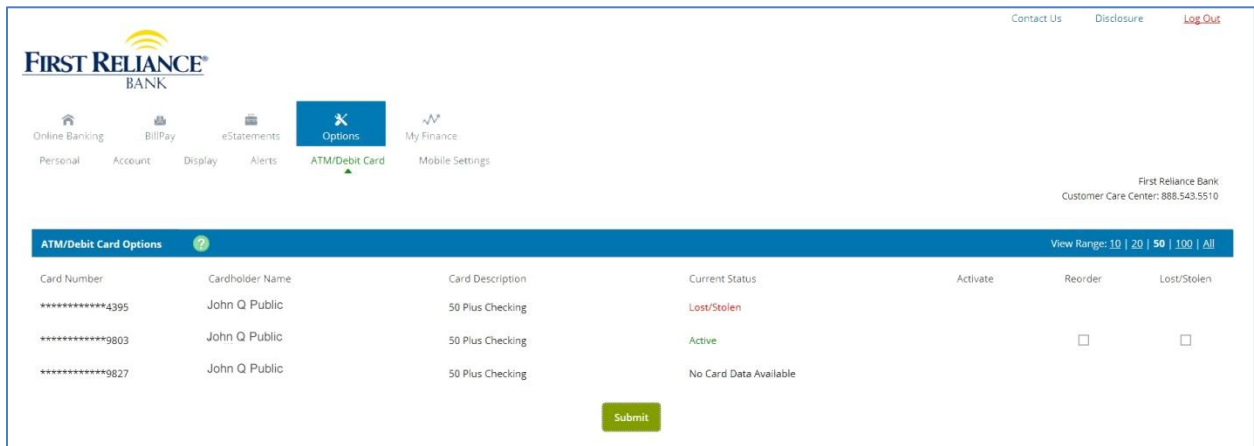


Q. Where do I go to see the status of my ATM or Debit card(s), reorder a card or immediately change the status of my card as lost or stole?

A. The ATM/Debit Card in the Online Banking Options tab allows you to see the current status of your ATM or Debit Cards associated with your accounts. On this tab you can report your card lost/stolen by clicking the box under the heading Lost/Stolen or you can reorder a new card by clicking the box under the heading Reorder. It will take 7-10 days to receive your card. If you need it quicker then don't click the reorder box and come into our branch to get one issued the same day.



Q. Are these same functions available in Mobile Banking?

A. Yes **PLUS** an additional function which allows you to **suspend** (warm card) your card if you think you know where your card is. You will see a new menu item called Manage Cards in your mobile banking menu. Multiple cards are listed if you have more than one.

EXAMPLE #1: You may have accidentally left your debit card at a restaurant when checking out. You can suspend your card and then call the restaurant to see if they have your card, you can go get your card and then unsuspend your card so you can continue using it.

EXAMPLE #2: You want to keep your atm/debit card suspended for security purposes until you want to use it. You can use the suspend function to turn your card on and off as needed.

NOTE: Declaring your card Lost/Stolen is permanent and cannot be reversed by you or the bank.

